

Claims: I Claim:

1. A method for resolving a dispute via a network, the method comprising: describing a grievance in a computer readable form; communicating the grievance to a first lower level of management of multiple organizations; when the grievance is not resolved by a lower level of management, repeatedly communicating the grievance to a higher level of management until the grievance is resolved; and when the grievance is not resolved within the organizations, communicating the grievance to an outside party for resolution.
2. The method for resolving a dispute as recited in claim 1, wherein communicating the grievance to a lower level of management, communicating the grievance to each higher level of management, and communicating the grievance to an outside party is performed via a network.
3. The method for resolving a dispute as recited in claim 1, wherein communicating the grievance to a lower level of management, communicating the grievance to each higher level of management, and communicating the grievance to an outside party is performed via the Internet.
4. The method for resolving a dispute as recited in claim 1, wherein describing a grievance in computer readable form comprises typing the grievance and responses into a computer file.
5. The method for resolving a dispute as recited in claim 1, wherein describing a grievance in computer readable form comprises communicating the grievance and responses to a computer.
6. The method for resolving a dispute as recited in claim 1, wherein resolution of the dispute is acknowledged by all parties.
7. The method for resolving a dispute as recited in claim 1, wherein plural attempts to resolve the dispute are facilitated at each level of management within the organizations.

8. The method for resolving a dispute as recited in claim 1, wherein the use of a computer network substantially replaces the conventional, non-network method for resolving the dispute.
9. The method for resolving a dispute as recited in claim 1, wherein describing a grievance in computer readable form comprises digitizing information which describes the dispute.
10. The method for resolving a dispute as recited in claim 1, wherein the process is performed in a substantially paperless fashion.
11. The method for resolving a dispute as recited in claim 1, wherein time guidelines are imposed to facilitate timeline compliance.
12. The method for resolving a dispute as recited in claim 1, wherein remedy tracking is imposed to facilitate compliance.
13. The method for resolving a dispute as recited in claim 1, wherein group processing features are used to facilitate filing and resolution of multiple grievances.
14. The method for resolving a dispute as recited in claim 1, wherein customization of process steps is performed to fit existing organization dispute procedure and management reporting structure.
15. The method for resolving a dispute as recited in claim 1, further comprising using database information to facilitate decision support.
16. The method for resolving a dispute as recited in claim 12, wherein the database information comprises summarized grievance reports.
17. The method for resolving a dispute as recited in claim 12, further comprising assigning administration rights to each party to ensure data protection and privacy.
18. A method for resolving a dispute via the Internet, the method comprising: verbally communicating a grievance to a supervisor; if the supervisor does not resolve the dispute, then describing the grievance in writing to a superintendent; if the superintendent does not resolve the dispute, then describing the dispute in writing to

at least one further level of management; if the dispute is not resolved by any level of management, then describing the dispute in writing to an arbitrator/mediator outside of the organization; wherein between one and all steps of describing and resolving the dispute in writing is performed via the Internet.